

All about Talkspace for students

Information and FAQs for schools and districts about the mental health support for teens offered through Talkspace.

About Talkspace

Talkspace for Teens is an online therapy service that connects individuals 13+ to a dedicated, licensed mental health therapist through private messaging, live sessions, or both from the privacy and convenience of their computer or smartphone. Users can regularly message their Talkspace therapists via text, voice, or video as life happens – anywhere, anytime. Talkspace also offers virtual resources and online classes designed to improve teen mental health.

How it Works

By partnering with Talkspace, your school or district can enhance mental health initiatives, make informed decisions, and create a supportive environment for your community's well-being. You will have access to a holistic mental health support package, including:

- ✓ Detailed reporting for data-driven insights
- ✓ Monthly content calendars to engage your audience effectively
- ✓ Strategic marketing guidance
- ✓ Access to virtual or in-person webinars and trainings

Whether it's raising awareness about mental health issues, promoting events, or fostering a supportive community, Talkspace provides expert advice to optimize your outreach efforts.

During the sign-up process, students will answer a few questions about themselves and their preferences for therapy. Talkspace has a proprietary matching algorithm that will pair users with a provider based on a combination of things such as what they're struggling with, needs, and provider speciality.

Once your student has signed up, they now have access to live video sessions and messaging therapy (depending on your selected plan) from their computer or cellphone. Students can send messages to their Talkspace provider 24/7. Providers generally respond every day, 5 days per week.

Teens can connect with a licensed therapist who will offer expert guidance tailored to their unique needs. With customizable counseling plans and a secure online platform ensuring confidentiality, they have the flexibility to address their concerns in a way that suits them best. Talkspace provides timely interventions for urgent matters, and teens have access to a diverse network of therapists, allowing them to find someone who understands their experiences and challenges. These services are designed to offer personalized and supportive mental health care, helping teens navigate their emotions and well-being effectively.

FAQs

What types of licenses do Talkspace therapists have? Are the therapists on Talkspace qualified to work with teenagers?

Talkspace therapists are licensed in social work, professional counseling, and/or marriage and family therapy. Talkspace therapists are credentialed within the National Committee for Quality Assurance (NCQA) standards, have an average of 7-10 years of post-supervision experience providing therapy, and have been trained to work with individuals of all ages, including teenagers. They have the expertise to address a wide range of mental health issues affecting young people.

Is parental consent required?

Talkspace provides services to teens ages 13+. Each U.S. state has its own laws regarding parental consent and related exemptions. The vast majority of U.S. states require parental/guardian consent for a teen to enter therapy and do not allow providers to share information with a teen client's parent/guardian without the authorization of the teen, except in cases of crisis or emergency.

Talkspace providers are familiar with the laws and regulations in their respective states. If you have questions about the requirements in your state, please contact privacy@talkspace.com for assistance.

How can I be sure student data is protected?

Talkspace protects your student's' data in multiple ways:

- ✓ The Talkspace platform is designed to meet the requirements of the Health Insurance Portability and Accountability Act (HIPAA).
- ✓ Client data is encrypted both when sitting in the database or when being transmitted to the teen's device.
- ✓ We provide a notice of privacy practices at registration. This notice outlines our obligations to maintain the privacy and security of the patient's medical information.
- ✓ We have partnered with legal, regulatory and security specialists to comprehensively evaluate our security and privacy practices and to achieve certification for our data security practices under the SOC2/Type 2 standard.

What happens if my student is in crisis?

Talkspace is not a crisis hotline. If your student is experiencing a mental health crisis or are in need of immediate support, call the National Suicide & Crisis line at 988 or get support via SMS with Crisis Text Line by texting HOME to 741741.

When can students use Talkspace?

Students can use Talkspace before or after school, during weekends, and whenever is most convenient for them. We recommend that schools clearly communicate their policy around phone usage during school hours. Your student can send messages to their Talkspace provider 24/7. Depending on their schedule, providers generally respond every day, 5 days per week.

Is online therapy effective?

Absolutely! Studies demonstrate messaging therapy can be as effective as traditional therapy for the treatment of the most common emotional and behavioral health issues such as depression, anxiety, chemical dependence, stress, PTSD, and more. The convenience of accessing therapy online allows individuals, including teens, to receive the support they need in a way that fits into their busy lives. Talkspace's platform ensures a safe space for teens to express their thoughts and feelings, fostering a sense of security and understanding. With the guidance of licensed mental health professionals, online therapy becomes a powerful tool in helping teens navigate their challenges and work towards a happier, healthier future.

Interested to learn if Talkspace is a good fit for your school, district, or organization?

Please email Talkspace Senior Director, Youth Programs: lea.krugolets@talkspace.com

